



RMA PROCESS and POLICY

RMA Process

PacketViper provides warranty repair and return services, as well as advance replacement services as described in more specificity below. Please follow the steps below to request RMA service.

1. Open a technical support case by visiting <http://support.packetviper.com> or contact Support by phone. You must obtain a valid RMA number before returning any failed device to PacketViper.
2. A technical support engineer will assist you to troubleshoot the device, verify, and confirm that an RMA is required.
3. Should a replacement device be required, the technical support engineer will initiate the RMA by obtaining the following customer information:
 - Company Name
 - Shipping Address
 - Contact Name
 - Contact Phone Number
 - Contact Email Address
 - Problem Description
 - Product Model Number
 - Product Serial Number
4. PacketViper will notify you via email upon shipment of the replacement device, and will also provide you with instructions on how to return the failed device.
5. PacketViper may contact you at varying intervals until the failed device is returned to a local or regional PacketViper service location. Any questions regarding the return of a device should be sent to rmareturns@packetviper.com.

Hardware Warranty

All PacketViper products are covered by a 12-month hardware warranty.

STANDARD SUPPORT PLAN: Repair and Return Service

You must obtain a valid RMA number before returning a failed device (refer to the process above). You are responsible for all shipping costs incurred to return the failed device to PacketViper, including duties and taxes where applicable. PacketViper will pay all shipping costs related to ship replacement devices to you, except for duties or taxes required to clear customs. Within 10 days of receipt of the failed device, PacketViper will, at its discretion, repair or replace the failed device with a new or like-new device. It is your responsibility to ensure that the failed device is packaged in a manner that will withstand the rigors of return shipment to one of PacketViper's designated repair facilities.

INSTANT REPLACEMENT PLAN: Advance Replacement Service - Next Business Day Service

Once the Technical Assistance Center confirms the validity of the hardware defect, an RMA will be created. If you have purchased Instant Replacement for your device, PacketViper will ship a new or like-new replacement the same day, subject to the cut-off times listed below. PacketViper will attempt to deliver the replacement device by the following business day. Requests received after the noted cut-off time will ship the following business day. Shipments will be made Monday through Friday during normal business hours. You are responsible for returning the failed device to PacketViper within 10 business days of receipt of the replacement device. **IMPORTANT:** Next Business Day Delivery Service is subject to certain limitations due to actions beyond PacketViper's control; for example, shipments may require the crossing of international borders and/or local taxes must be collected intra-country, both of which will likely delay deliveries.

Dead on Arrival (DOA)

Hardware will be considered DOA if it fails (a) within 30 days from the shipment date to destinations within the United States; or (b) 45 days from the shipment date to destinations outside the U.S. If newly-purchased hardware is deemed DOA by the Technical Assistance Center, a NEW replacement device will be sent from one of our regional distribution centers. For quicker service, you have the option to accept a like-new replacement device from a local depot provided one is available in that country. All efforts will be made to ship the replacement device by the following business day, provided the request is made prior to the cut-off times listed below. Please allow for customs clearance delays for locations outside the United States. You are responsible for returning the failed device to PacketViper within 10 business days of receipt of the replacement device.

RMA Shipping Cut-off Times

Shipping Cut-off time is 2pm Monday to Friday Eastern Time Zone.

RMA Return Instructions

When returning products to PacketViper, follow the return instructions provided with the RMA replacement shipment. PacketViper products should be returned within 10 business days from the date of receipt of the replacement product. You will receive follow-up phone calls and/or emails from PacketViper to ensure that the failed unit is returned. Products returned to PacketViper must abide by the return instructions to ensure proper credit for the return of the failed device and to close out the RMA. PacketViper may charge you the list price as stated in the most current PacketViper price list, if you do not return the failed device. For any questions regarding a RMA return, please contact rmareturns@packetviper.com.

Registering Replacement Units (Licensing)

The license from the failed unit may be reused with your replacement unit. Log in to your Customer Portal to deregister the failed unit. Then the license will be available for use with replacement unit. If you have any questions regarding the licensing process please contact your support provider (i.e., PacketViper Support or a PacketViper Partner).

Customer's Operating System (OS) Environment

Field Replacement Units (FRUs) in depots are stocked with pre-defined OS versions, which may not coincide with the OS version that the customer is running. For this reason, all customers who receive replacement units may need to upgrade the replacement device upon receipt. For further assistance, contact your support provider (i.e., PacketViper Support or a PacketViper Partner).

RMA Shipping Cost Responsibilities

Support Plan	RMA Type	Who Pays Shipping Costs Incurred for Returning Failed Unit to PacketViper	Who Pays Shipping Costs Incurred for Shipping Replacement Unit to Customer
Standard Support	Customer returns failed unit to PacketViper. Unit is repaired or replace with new or like-new.	Customer	PacketViper
Instant Replacement	New or like-new unit	PacketViper	PacketViper

Requesting Status on Existing RMA's

For questions regarding the status of your RMA, please contact Support by phone or navigate to <http://support.packetviper.com> and log into your case to view updated RMA information.